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January 7, 2005

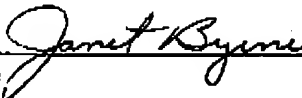
**TO:** Examiner Wu  
**COMPANY:** U.S. Patent and Trademark Office – Art Unit 2135  
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**FROM:** Steven C. Lieske  
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**RE:** U.S. Patent Application No. 09/364,091  
Attorney Docket No. 60021-329601

**CERTIFICATE OF FACSIMILE TRANSMISSION**

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Date

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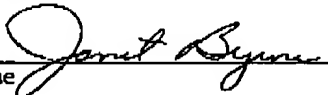
Serial #: 09/364,091  
In reply to Office action mailed: 9 September 2004  
page 1 of 9

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Serial #: 09/364,091  
Applicant: Roy A. Underwood  
Filed: July 30, 1999  
Title: MANAGING USER INFORMATION ON AN E-COMMERCE SYSTEM  
TC/AU: 2135  
Examiner: Wu, Allen S.  
Docket #: 60021-329601

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Janet Byrne

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AND REMARKS**

In response to the Office action mailed 9 September 2004, please accept the following amendments and arguments.